

Collaborating With Other Parties For Consumer Protection

與其他機構合作保障消費權益

The Council ensures constant liaison and collaboration with consumer protection agencies, community groups, regulators, government agencies, professional bodies, either locally or overseas and at regional and international levels, to promote consumer protection within and beyond the borders of the HKSAR.

消委會與海外及本地的消費者保障組織、社區團體、監察機關、政府機構及專業團體在國際和區域層面上，保持聯繫和合作，促進消費保障。

Local Collaboration

The Council maintains close liaison with the Commerce and Economic Development Bureau (CEDB), which is responsible for overseeing policy matters relating to general consumer protection. The Council also works with other Government agencies and statutory bodies to render advice on matters of consumer interest, such as policies and legislation regarding competition, financial services, the environment, public health, telecommunications, food and product safety and residential property.

Members and staff of the Council sit on nearly 70 different public advisory committees, including the Competition Commission, the Competition Policy Advisory Group, the Department of Health Taskforce on Hong Kong Code of Marketing of Breastmilk Substitutes and the Hong Kong Deposit Protection Board.¹⁷

本地的合作夥伴

本會不單與負責消費者保障政策的商務及經濟發展局保持緊密聯繫，還與其他政府機構及法定團體協作，就關乎市場競爭、金融服務、環境保護、公眾健康、電訊、食品及產品安全和住宅物業等各事務交換意見。

此外，本會委員和職員參與了近70個公共事務諮詢委員會及工作小組，包括：競爭事務委員會、競爭政策諮詢委員會、衛生署的香港母乳代用品銷售守則專責小組和香港存款保障委員會等。¹⁷

Received a delegation from Hong Kong Chamber of Insurance Intermediaries.

香港保險中介人商會代表到訪消委會。



Meeting with representatives of Hong Kong Doctors Union to discuss issues related to professional indemnity cover.

與香港西醫工會代表會面，討論專業責任保險的議題。



¹⁷ See Appendix 17 for the list of external committees attended by Council Members and Staff. 本會委員和職員出席的外界委員會名單見附錄十七。

Collaboration across the Straits

The Council continued to maintain close liaison with its counterparts in the Mainland through the exchange of information. Throughout the year, 191 delegates from consumer organisations and related bodies from different parts of Mainland China visited the Council, bringing valuable opportunities for the Council to share experiences and views on consumer protection.

To further strengthen ties and exchange, the Council actively took part in the events held by its counterparts in the Mainland, Macau and Taiwan. These events, including seminars and conferences, covered a wide range of topics on consumer protection, such as development of an arbitration system and legal protection of personal data privacy.

In January 2014, a Consumer Council delegation led by the Chairman visited a number of offices in Beijing responsible for policy matters concerning consumer protection, namely the State Administration for Industry and Commerce, the Beijing Administration for Industry and Commerce, the China National Tourism Association, the China Consumer Association and the Beijing Consumers' Association. Information and experience were exchanged on various areas of work of the Council, in particular those relating to complaints handling and product testing.

Regional and International Collaboration

The Consumer Council is an Executive and Council member of Consumers International (CI) which is a federation of consumer organisations comprising 220 members from 115 countries and territories, with the missions to support and strengthen member organisations and the consumer movement in general while also representing consumer interests at global and regional levels.

During the year, the Council participated in the revision of the United Nations Guidelines on Consumer Protection (UNGCP) by completing a matrix related to the application of UNGCP principles in Hong Kong, and suggesting areas of concern that

與兩岸三地消費者組織緊密聯繫

本會與內地各消費者協會保持密切交流和聯繫。年內，共有191位來自國內消保組織及相關機構的代表到訪本會，是分享經驗和意見的寶貴機會。

為了進一步加強聯繫和交流，本會積極參與內地、澳門及台灣消費者保障組織舉辦的活動，包括研討會及會議，內容涵括廣泛的消費保障議題，例如：消費糾紛仲裁制度的發展及個人資料私隱的法律保障。

2014年1月，本會主席率團訪京，與內地負責本會保障事宜的政府部門及消費者組織，就有關消委會的工作，尤其是投訴處理及產品測試方面，交流資訊與經驗。探訪的機構包括：國家工商行政管理總局、北京市工商局、國家旅遊局、中國消費者協會及北京市消費者協會。

地區及國際性合作網絡

消費者委員會是國際消費者聯會（國際消聯）的執行委員及理事會員。國際消聯成員來自115個國家及地方的220個消費者組織，目標是協助成員機構加強區域性的消費者權益保障工作及在國際層面上促進消費者權益。

年內，本會參與了《聯合國保護消費者準則》（UNGCP）的修訂工作，向聯合國提交有關UNGCP在香港的應用情況，並建議將一些備受關注的消費議題納入修訂的準則內，當中包括：金融服務、電子商務、個人資料私隱、國際合作和消費



A delegation led by Chairman Professor Wong Yuk-shan, visited bodies and government departments in Beijing that dealt with consumer protection issues. 消委會主席黃玉山教授率團訪京，與一些負責消費保障事宜的組織及政府部門會面。

should be incorporated into the UNGCP in the future. These areas included financial services, e-commerce, data privacy, international cooperation and funding of consumer protection agencies. The Council was also invited to participate in four working groups established by the United Nations Conference on Trade Development, namely E-commerce, Financial Services, Implementations of the UNGCP and Other Issues.

In support of the advocacy of CI, the Council responded to the CI's launch of the "Fix Our Phone Rights" campaign on 2014 World Consumer Rights Day (15 March 2014) with a survey on the instant messaging applications for Android smartphones. Findings of the survey revealed problems of excessive collection of personal data. The publicity generated helped raise the awareness of mobile phone users on data privacy protection.

As a member of the ICRT, the Council helped initiate ideas for joint testing. The joint tests organised by the ICRT that were published in CHOICE magazine during the year included those involving mobile phone handsets, camcorders, child car seats, mattresses and espresso coffee makers.

In October 2013, the Council hosted an ICRT Asia Pacific meeting in Hong Kong to forge closer ties among ICRT's Asia Pacific members. This was the third time that such a meeting had been held in Hong Kong. The meeting was attended by 16 representatives from nine countries and regions, including Australia, South Korea, India, Japan, China, New Zealand, Singapore and Thailand. The Council made use of this opportunity to discuss the feasibility of joint comparative product tests that might benefit members by sharing results, technical knowledge and costs.

Collaboration with different local and overseas parties also helped the Council monitor developments of consumer protection around the globe, and enrich itself in knowledge and experience of consumer protection to the benefit of consumers.

者保護機構的資助來源。本會並獲UNGCP邀請，參加聯合國貿易及發展會議轄下的四個工作小組，分別為電子商務、金融服務、UNGCP的執行和其他課題。

為支持國際消聯的政策倡議，本會於3月15日公布對安卓智能手機即時通訊程式的調查結果，藉此響應以「維護我們電話相關的權益」為題的2014年全球消費者權益日。調查發現手機程式有過於收集個人資料及私隱的問題。該公布所引發的宣傳效應有助加強手機用戶保障個人私隱的意識。

作為國際消費者研究及測試組織 (ICRT) 的成員，本會與該組織合作進行聯合測試項目。年內，刊登於《選擇》月刊的聯合測試報告所涵括的產品包括：手機、攝錄機、兒童汽車座椅、床褥及咖啡機等。

2013年10月，本會在香港第三次主辦國際消費者研究及測試組織的亞太區會議，讓亞太區的成員有更密切的聯繫。16個與會者分別來自九個國家及地區，包括澳洲、南韓、印度、日本、中國內地、新西蘭、新加坡及泰國的代表。本會藉著這次機會與參加者探討聯合進行產品比較測試的可行性，透過聯合測試，各成員組織可共分享測試結果、技術知識及分擔測試費用。

與本地及海外組織合作有助本會緊貼全球的消費者保障發展，從中獲得更多消費者保障的知識和經驗，將有助本會進一步為消費者爭取權益。

The Council hosted the ICRT Asia Pacific Regional Meeting in October 2013.
消委會於2013年10月主持國際消費者研究及測試組織的亞太區會議。

